

## ANNUAL VOLUNTEERS' SURVEY 2022 – ANALYSIS

### 1. BACKGROUND

The survey was offered to all active volunteers via email in April 2022 and responses were requested by mid-May 2022. The survey consisted of 46 questions and 50 responses were received.

### 2. VOLUNTEER PROFILE

#### Volunteer Role

We received feedback from across all the different volunteering roles.

30% Welcomers

18% Complementary Therapists

18% Counsellors/Coaching,

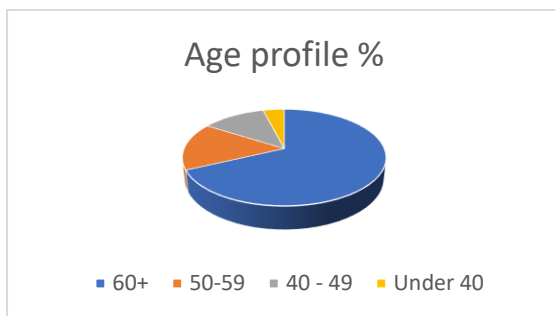
10% Community Engagement

8% each Telephone Befrienders, Workshop Facilitators & Admin Support

6% each Fundraising Support/Research and Trustees

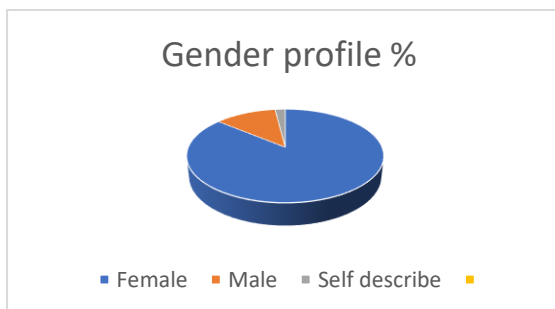
2% each Social/Creative Facilitators, Wellbeing Class Facilitators and Other.

#### Age



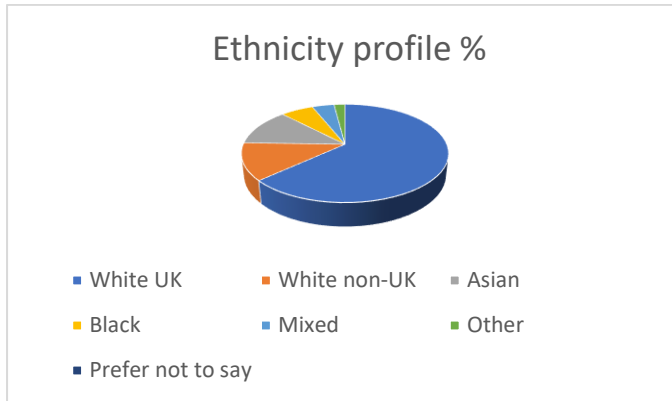
84% of respondents were age 50+, with 8% being age 60+. Only 4% were under 40 although the weekday commitment required for Centre based roles is likely to affect those of working age.

#### Gender



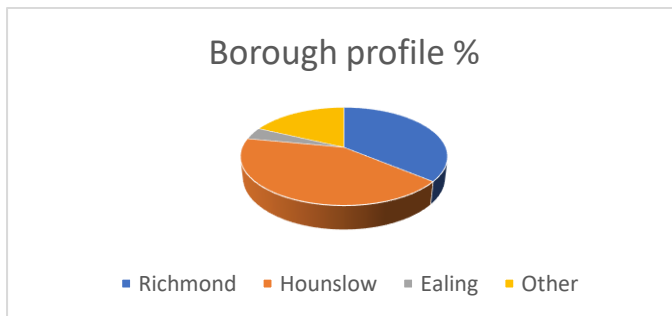
86% of respondents identified as female, 12% male and 2% chose to self-describe.

## Ethnicity



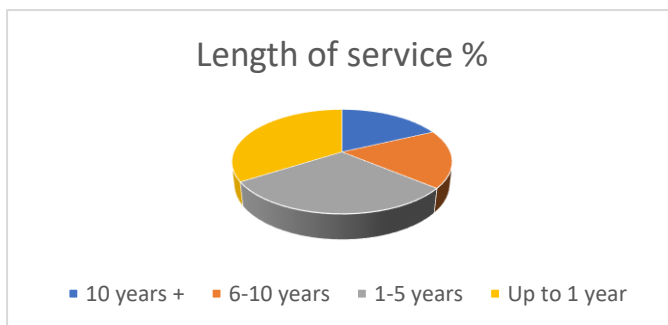
74% of respondents identified as White (White UK 62%, White non-UK 12%), 12% as Asian, 6% as Black, 4% as Mixed Race, 2% described their ethnicity as Other and 2% preferred not to say.

## Borough/Postcode



42% live in Hounslow, 36% in Richmond and 4% in Ealing with 18% living outside of these 3 boroughs. Most popular postcode was TW7 (20%) followed by W4 and TW2 (10% each).

## Length Of Service



34% of respondents had volunteered 12 months or less, 30% for 1-5 years, 18% for 6-10 years, 18% for more than 10 years.

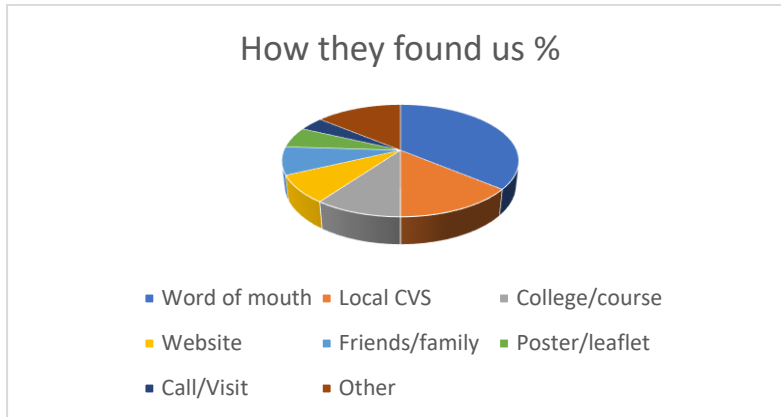
## Affected by cancer

76% of respondents had been personally affected by cancer (either themselves or a close family member).

## Recommending volunteering with us

94% would recommend our volunteering opportunities to others and 4% might consider this.

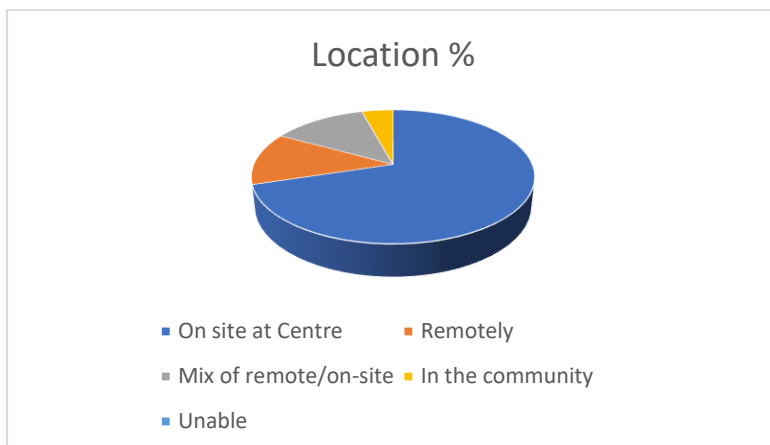
## How They Found Out About Volunteering With Us



44% of respondents came to us via personal recommendation (word of mouth 36% or via family/friends 8%), 14% via the local CVSs, 10% via college/course, 14% via our publicity (website 8%, posters/leaflets 6%), 4% call/visit and 14% Other.

Suggestions about where to publicize our volunteering opportunities were put forward by eight volunteers: the majority of these related to use of local papers, local social media sites and local places with heavy footfall.

## Location



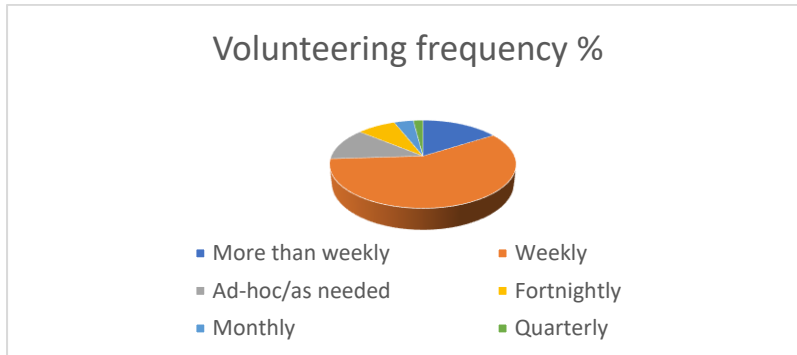
66% of respondents volunteered on site at the Centre, 12% each volunteered remotely from home or a mix of remote/Centre, 4% remotely in the community. 6% hadn't been able to volunteer due to Covid/personal reasons.

## 3. VOLUNTEER EXPERIENCE

**Safety** - 96% of respondents agreed that health & safety is given fully sufficient importance, with the remaining 4% saying this is the case most of the time.

**Induction** - Of the 30 respondents who had received induction over the last year, 100% found it satisfactory or better, with 62.5% saying it was very satisfactory.

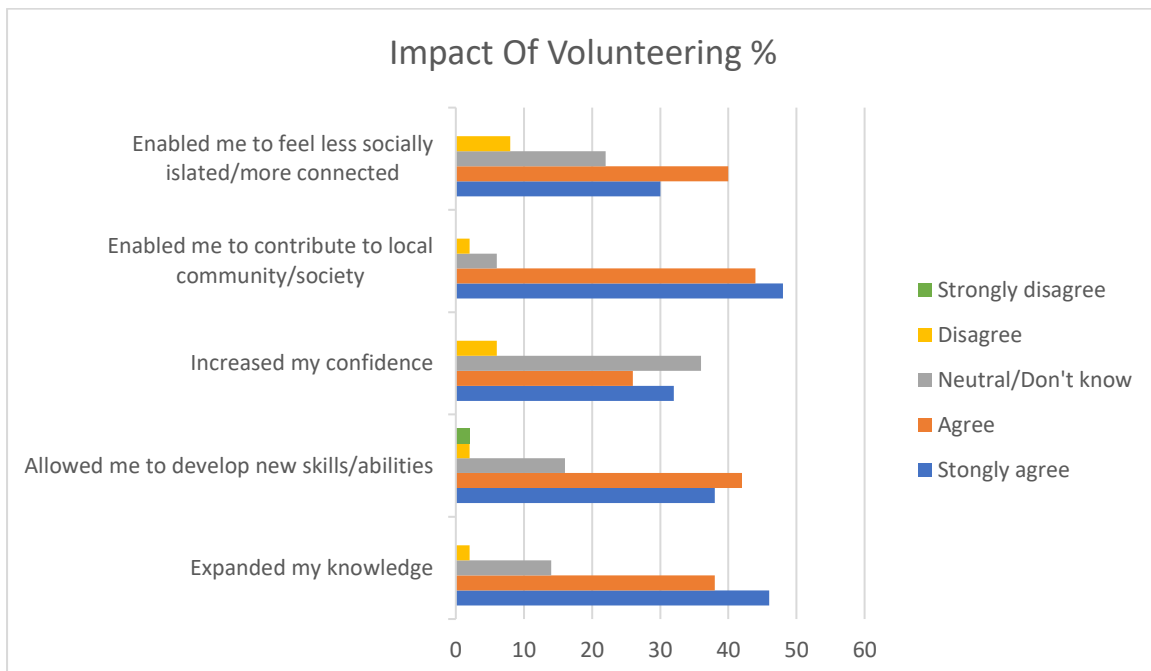
## Frequency/Availability

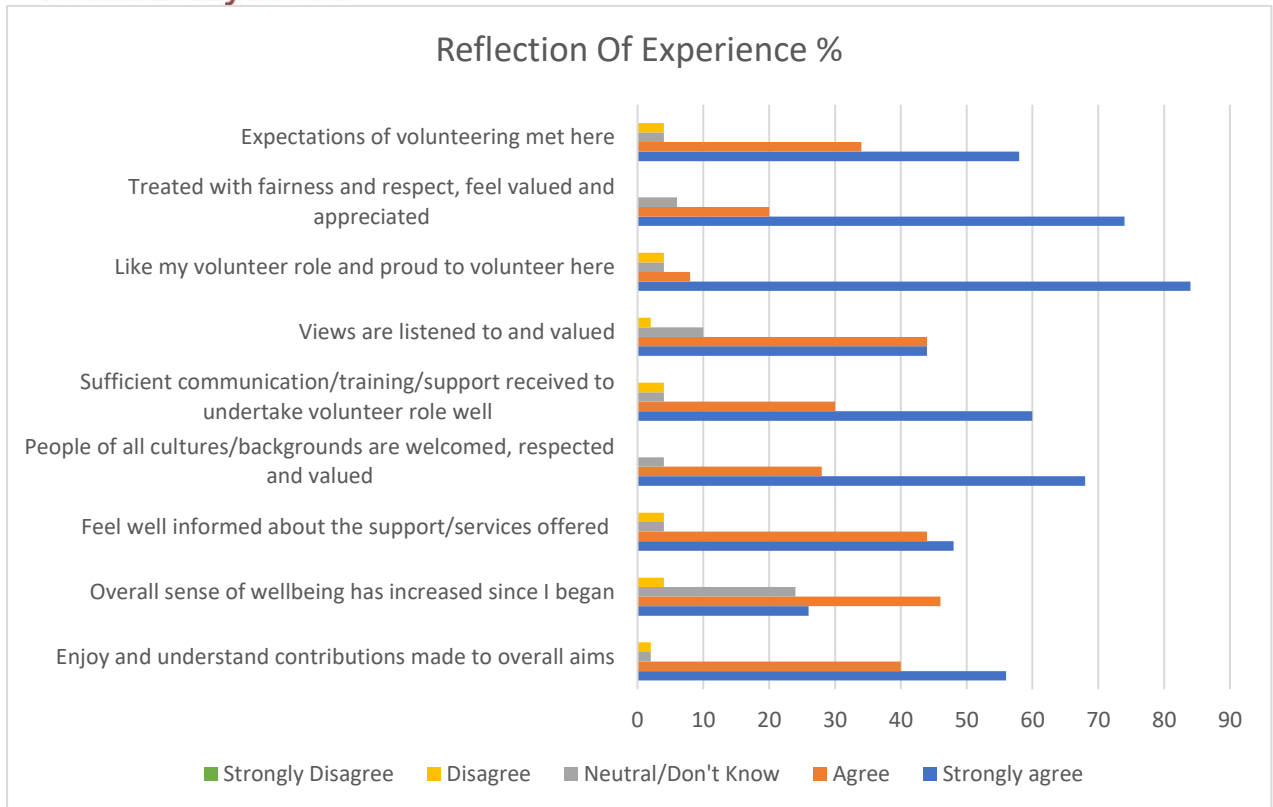


58% of respondents volunteer weekly, 16% more than weekly, 12% ad-hoc/as needed, 8% fortnightly, 4% monthly, 2% quarterly. Preferred day/time varies according to role/personal circumstances.

## 4. IMPACT OF VOLUNTEERING & REFLECTION

The majority of respondents agreed or strongly agreed in relation to the questions asked about the impact of volunteering and their reflection on being a volunteer with us.





**Feeling valued** – 72% of respondents said they feel valued all of the time, with 20% feeling valued most of the time and 6% some of the time. Only 2% did not respond. Only two volunteers made suggestions/comments which have been noted.

**Improving the volunteering environment** – Nine volunteers made suggestions/comments which have been noted, some of which have since been accommodated. Parking came up and all volunteers have been reminded about use of our car park and the availability of parking at the hospital. Training/supervision, especially in relation to EOL. Change, information and recognition were other factors.

**Retention** - 96% said they are likely or more to continue volunteering with us, with 78% very likely to continue. Only 2% said they are unlikely to continue and 2% unsure.

## 5. COMMUNICATION

**Emails/information received** - 68% always read these, 30% read these most of the time, 2% read these sometimes. It is encouraging to know the majority of volunteers like to keep up to date with our communications.

**Improvement/comments** – Eight volunteers provided some suggestions which have been noted.

## **6. SUPPORT/TRAINING**

**Support provided by relevant Lead over last 12 months** – 60% of respondents had experienced team meetings quarterly or more frequently, 8% had team meetings less than quarterly, 16% had telephone/online check-ins and 6% other support. Feedback showed that team meetings and/or telephone/online check-ins have been made available for most of our volunteers.

16% had taken part in an initial 3-month review and 38% in an annual review with 8% only having induction so far.

10% said they weren't aware of receiving any of these options over the last year.

### **Training Experience/Ideas**

88% of respondents were satisfied or better with their training experience with 62% being very satisfied. The other 12% were unsure or did not respond.

We have continued negotiated training with West Middlesex University Hospital, Project Search and Richmond CVS and Ealing & Hounslow CVS which are then disseminated to our volunteers. We are also developing internal training/supervision to support our Complementary Therapy Team and Counselling Team.

We will be liaising with West Middlesex University Hospital to develop our knowledge of cancer treatments and any associated updates re: oncology and complementary therapies.

Our Leads will consider the comments received from volunteers on any role specific training/development ideas.

## **7. EXPENSES**

84% of respondents were aware they could claim 'out-of-pocket' expenses and 16% were not. Of these 64% were aware of our procedure should they wish to claim and donate back and 36% were not aware.

Information about valid expenses and how to claim and our procedure on how to donate back for those who wish to have now been recirculated to all volunteers in June 2022.

Most of those who do not claim/donate back commented that they have no expenses or are not a taxpayer so cannot gift aid.

## **8. WHAT WE DO WELL**

Volunteers provided the following quotes about what they consider The Mulberry Centre does well:

“Everything”

“Cancer support”

“Lovely environment, friendly welcomers and accessible and helpful front of house and other staff. I feel genuinely welcome”

“Supporting the clients in a compassionate way”

“Welcoming people, clients, and volunteers alike. Creating a very warm friendly atmosphere”

“Being friendly and kind to users and staff and volunteers”

“Offer a wonderful service to anyone who joins and needs help of all kinds”

“Listen”

“Wellbeing of suffers of cancer and bereavement”

“Communicating and welcoming”

“Communication. Permanent staff are always friendly and helpful if volunteers have any queries. Feel part of team despite only coming in once a week”

“Creating a calm, friendly environment”

“The Health and Safety is excellent. The clients are well looked after”

“Offer a lot of services to people badly in need of them”

“Support from staff to clients”

“Make clients feel cared for and supported”

“Since new team in place the feeling of being a team is more evident and new procedures much more efficient”

“Comprehensive offer of support”

“Very inclusive and welcoming”

“Welcoming clients and patients and offering information and help in a caring way”

“Open to all the community”

“Provides a sense of community and belonging”

“Welcome sessions”

“Support people with dignity and respect for their feelings and needs”



“Communication on the floor level but on a senior level”

“Create a welcoming, inclusive environment Offer a wide variety of support to service users”

“Very welcoming and supportive”

“Make clients feel safe and listened to. Make the Volunteers feel valued”

“Very supportive network”

“I'm not at the centre enough to comment fully, but there is a good feeling to the building as well as everyone being helpful and friendly”

“We provide a safe and caring place for anyone to visit”

“Inclusive. Welcoming. Well organised”

“Support and communicate”

“Make clients feel valued”

“Good support and communication”

“Passionate about wellbeing”

“Client services”

“Client care. Almost all clients praise the Centre so highly - the way they are treated and the facilities, especially the garden”

## **9. VOLUNTEER QUOTES ABOUT VOLUNTEERING WITH US**

“I would not have missed this opportunity to volunteer - life changing”

“It is such a good experience compared to my other volunteering experiences”

“I am very happy the way the Mulberry Centre looks out for me”

“Always close contact after finishing treatments and knowing that I can ask for helpful information at any time”

“I appreciate the opportunity to regularly use my skills and it has deepened my professional experience. I enjoy feeling part of a supportive and welcoming organisation when I volunteer each week”

“We all have difficult times in our lives and by volunteering at the Mulberry Centre if I can help someone even in a small way that's good for all of us”

“Volunteering at The Mulberry Centre has heightened my insight as to the suffering and the resilience of cancer sufferers and their gratitude”

“Since retiring, I have been looking for opportunities to have a purpose and "feel useful". The Mulberry Centre has provided that for me and I always come out feeling elevated and positive”





“I feel like I am contributing all be it in a small way to all the wonderful things the Mulberry Centre does”

“Since volunteering at The Mulberry Centre I have met lovely clients who suffer from Cancer and carers. I see the benefits and support Shiatsu gives to them. It has made me aware how powerful Shiatsu is to them on a physical and emotional level. My confidence has improved”

“Volunteering has helped me to be more caring”

“Just happy to give a bit to the community”

“I feel proud to be connected to The Mulberry Centre. Clients say how much they value the services provided to them and recommend the Centre to their friends and family”

“More confident in talking without feeling uncomfortable to people about their diagnosis and treatments”

“I strongly believe that being able to discuss challenging personal circumstances with my Befriending clients has improved my listening skills”

“It gives me a sense of status, as I know that what I contribute makes a difference and is valued. I also like the sense of belonging that being part of a team gives me”

“I’m always proud to say I volunteer at The Mulberry Centre. It gives me a huge sense of pride”

“It’s a wholesome experience, the clients I see know that I volunteer and for them it makes the treatments even more special, it has the exact same effect on me”

“Volunteering at The Mulberry Centre has been a wonderful opportunity to meet some great people and feel I can be useful”

“My own experience has helped me relate to others who are experiencing similar situations”

“I’m so pleased to have chosen and in turn been chosen to represent The Mulberry Centre in my volunteering”

“Volunteering at The Mulberry Centre has given me structure to my week and gives me a sense of well-being knowing that I might help someone in a small way each time I’m there. I get as much back as I give, if not more, in my Welcomer role”

“Volunteering at the Mulberry Centre is a wonderful experience, from the beautiful environment through to the feel-good factor being able to support someone that needs it”

“Volunteering has made me feel like part of a team- and valued within that team. My clients seem to enjoy my service and are grateful for it”

“Improvement of my leadership skills”

## **10. OTHER COMMENTS RECEIVED NOT COVERED BY QUESTIONS IN SURVEY**

Four volunteers provided some additional feedback which has been shared with their relevant Leads.



**Debbie Davey**

**Mulberry Macmillan Volunteer Lead**

**28.6.22**